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*NASCIO 2022 State IT Recognition Awards  
Digital Services: Government to Citizen*

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## Vaccine POD Scheduling and Admin System - **Keeping Arizonans Healthy**

**Title:** Vaccine POD Scheduling and Administration System

**Category:** Digital Services: Government to Citizen

**State:** Arizona

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**Start date:** 10/2020

**End date:** 11/2020



## **EXECUTIVE SUMMARY**

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### **Situation**

The COVID-19 pandemic upended every aspect of daily life. For months, the CDC worked tirelessly to combat the spread of the virus while also dedicating efforts to developing vaccine solutions to protect the public. Following the approval of the first COVID-19 vaccines, there was an immediate necessity to establish an efficient system for scheduling vaccine appointments, administering vaccinations at multiple sites, and tracking patients requiring a second dose for full vaccination.

### **Problems**

As the first major pandemic of the 21st century, the State of Arizona was initially unprepared to administer statewide vaccinations to protect against COVID-19. Aside from the complex logistical challenges, top priorities included the health and safety of healthcare workers and patients receiving vaccination.

### **Solution**

The Arizona Department of Health Services (AZDHS) initiated the creation of a Vaccine POD Scheduling and Administration System to prepare for the impending availability of COVID-19 vaccines to the public.

## CONCEPT

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AZDHS, in addition to state counties, tribes, and clinics, needed a solution to track and manage the vaccine distribution, schedule appointments, communicate with the public, and document any symptoms or abnormalities. The Arizona Strategic Enterprise Technology (ASET) Office worked with AZDHS to review the top two solutions for the Vaccine POD Scheduling and Administration System - Salesforce and Google.

Key performance indicators include:

- Data Quality: Increased data collection and quality
- Increased Collaboration: Data exchanges with external systems
- Modular Design: More flexible and adaptive to allow for future changes
- Follows IT Standard: Promotes efficient, economical, and effective development
- Shareable: Capable of being shared and reused by other states, tribes, and agencies

## SIGNIFICANCE

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Developed in 3 weeks by AZDHS and the vendor MTX Group using Google Cloud, the system provides registration, scheduling, and vaccine event management and administration support (including electronic reporting to the statewide immunization registry). The system was also enhanced to enable 24/7 support to state vaccination sites and a Spanish language option.

## IMPACT

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AZDHS launched the Vaccine POD Scheduling and Administration System in November 2020. The system was used to administer over 2 million vaccinations at state-run sites and many other sites across Arizona in the first six months of launch. The solution resulted in a contactless vaccine distribution and management system to the State of Arizona with improved service to constituents and customers.

## REFERENCES

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The vaccine patient portal can be accessed here: <https://podvaccine.azdhs.gov/>

## Arizona Vaccination Program Login



- ✔ Book and schedule a vaccination appointment in minutes
- ✔ Create appointments for your family members
- 📄 For best user experience please use the latest versions of Chrome/Firefox/Safari browsers



Login 🔒

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